Emergency Preparedness and Response Resource Document

DOCUMENT IDENTIFIER: A-DG-ELCP771-00-0000 Rev B, 25-Nov-1992

ABSTRACT: This document supports the Corporate policy to maintain adequately staffed emergency response programs for protecting employees, the public and the environment. It contains a listing of standards, procedures, and guidelines that address emergency preparedness and response activities. Topics include accident and incident investigation, crisis communications, crisis management, emergency medical care, emergency-related procedures, product safety, property damage, and hazardous releases to the environment.

APPLICABILITY: This document applies to Digital personnel involved with emergency situations and related incidents. These personnel include, but are not limited to, supervisors, Security, Health Services, Environmental Health and Safety, Personnel, Transportation, and others.

STATUS: APPROVED 25-Nov-1992; use VTX SMC for current status.

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Use $ VTX ELF for the latest location information.

Use VTX SMC to order copies of this document from Standards and Methods Control. Send distribution questions to JOKUR::SMC or call DTN: 234-4423.

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1 INTRODUCTION

This document is established in support of the Corporate Personnel Policies and Procedures policy stating that Digital will "maintain adequately staffed emergency response programs for protecting employees, the public, and the environment" (Sec. 6.31).

This document contains a listing of updated, cross-functional standards, procedures, and guidelines that address emergency preparedness and response activities.

Topics addressed are accident/incident investigation, crisis communications, crisis management, emergency medical care, emergency-related procedures, product safety, property damage, and hazardous releases to the environment.

All referenced material is supplemented with statements of focus, sourcing information, and procurement procedures.

2 ACCIDENT AND INCIDENT INVESTIGATION

Documents within this category pertain to those responsibilities and procedures involved with the collection and analysis of accidents or unusual incidents, focused from within the Environmental Health and Safety (EH&S) and Security disciplines.

"Accident Investigation"

This document identifies the basic elements and responsibilities for accident and near-miss investigation, reporting, and follow-up.

Source:	GIA EH&S
Procurement:	Request document via VTX SMC or JOKUR::SMC. Document part number: EL-MF737-00, *GIA Environmental Health and Safety Accident Investigation Standard*.

"Incident Reports"

This document defines guidelines and procedures for the reporting of all emergencies, unusual incidents, and suspicious activities.

Source:	Formerly U.S. Manufacturing Security Administrative Guidelines, Section 02.22
Procurement:	Request current information from Chuck Shippee. Use VTX ELF for location information.

3 CRISIS COMMUNICATIONS

Documents identified within this category reference both the wide spectrum of communications required in all levels of emergency preparedness and response and linkages to very specific crisis management programs.

Crisis Communications Standard (in process)

In the event of any disaster or emergency incident deemed significant, that is, those resulting in injuries or death, extensive property damage, Digital's inability to conduct business, or other incidents that attract public attention, notify the Corporate Crisis Management program through DTN 223-2121 or (508) 493-2121. This 24-hour service activates appropriate response from Corporate Public Relations, Law, Security, Risk Management, and so forth, as required.

"Disaster Recovery Standard"

This document describes issues and concerns to be addressed in the development of procedures for coping with natural and man-made disasters to help ensure Digital's business and market continuity. Dedicated sections of this standard focus on (1) physical and business preplanning, (2) emergency physical response, (3) priority business recovery components, and (4) full business restoration, each with program audit material.

Source:	Corporate Risk Management
Procurement:	Request document by name and part number (RM1288-LP12) through the Corporate Loss Prevention Manager at (508) 493-7814 (DTN 223-7814).

"European Crisis Management Plan"

This document indicates the process and procedures for notifying Corporate and European officials and implementation of the European Crisis Management Plan and the Corporate Crisis Management Plan.

Source:	European Security Manager
Procurement:	Not for distribution. For inquiries, contact European Security management. Outside line, calling from Europe: 33-0489-886688.

"Serious Operational Incident Reporting Process"

This document defines the process and procedure for notifying Corporate officials and the implementation of the Corporate Crisis Management Plan.

Source:	Corporate Security
Procurement:	Not for distribution. For inquiries, contact Corporate Security at (508) 493-4464 (DTN 223-4464).

4 CRISIS MANAGEMENT

Materials covered within this category focus on the organization and implementation of a wide variety of emergency programs and concerns, including the basic design of disaster planning programs, site-specific emergency response teams, and the four-phase *Disaster Recovery Standard* prepared by Corporate Risk Management. Other documents feature Digital's policy regarding picket lines, catastrophic losses, and specific information on the Employee Assistance Program (EAP), including "Managing Threats of Violence in the Workplace" and "Systematic Responses to Extraordinary Trauma Events".

"Disaster Recovery"

This document describes issues and concerns to be addressed in the development of procedures for coping with natural and man-made disasters to help ensure Digital's business and market continuity. Dedicated sections of this standard focus on (1) physical and business preplanning, (2) emergency physical response, (3) priority business recovery components, and (4) full business restoration, each with program audit material.

Source:	Corporate Risk Management
Procurement:	Request document by name and part number (RM1288-LP12) through the Corporate Loss Prevention Manager at (508) 493-7814 (DTN 223-7814).

"Emergency Planning"

This document defines organizational guidelines for the development of an emergency response plan at the Corporate and site levels.

Source:	Corporate Security Policy and Standards Manual, Section 5.1
Procurement:	Contact Corporate Security at (508) 493-4464 (DTN 223-4464) or use VTX SECURITY_POLICY.

"Disaster Recovery and Contingency Planning Guidelines"

These guidelines incorporate the requirements of the Corporate Risk Management "Disaster Recovery Strategies" and the European Crisis Management program into one document.

Source:	Digital Services Security
Procurement:	Order the document electronically (SILENI::COGGINS) or contact the Digital Services Security Manager at (508) 496-8646 (DTN 276-8646).

"Emergency Response Plan"

This document defines the basic elements and responsibilities for the establishment of a site emergency response plan and emergency response team (ERT).

Source:	GIA EH&S
Procurement:	Request document via VTX SMC or JOKUR::SMC. Document part number: EL-MF743-00, *GIA Environmental Health and Safety Emergency Response Plan Standard*.

"Employees Crossing Picket Lines"

This section identifies the procedure to be used when an employee is confronted with a picket line.

Source:	Corporate Personnel Policies and Procedures, Section 6.32
Procurement:	Contact your local Human Resources representative, your manager, or use VTX ORANGEBOOK.

"Guidelines for Managing Threats of Violence in the Workplace"

These guidelines address the procedures for cross-functional management intervention in interpreting real or perceived threats of acts of violence in the workplace through investigatory procedures and precautions, risk assessment, and intervention procedures by the site or corporate response team. The objective of this procedure is to protect persons and property, assess levels of risk, reduce or eliminate fear and stress, and resume a positive and productive work environment by using a framework of managing threats.

Source:	Corporate Employee Relations
Procurement:	Contact Corporate EAP at (508) 493-6391 (DTN 223-6391).

"Guidelines for Systematic Response to Extraordinary Trauma Events"

This document outlines the trauma intervention plan for Digital facilities through an understanding of the psychological impact traumatic events have on individuals, work groups, and organizations, and an understanding of the trauma debriefing process. Guidelines recommend site procedures and responsibilities for the rapid response to extraordinary traumatic events, for example, deaths, significant injuries, and property damage, and the resource coordination of Health Services, EAP, and trauma intervention specialists (under retainer to the Corporation).

Source:	Corporate Health Services Policies and Procedures Manual
Procurement:	Contact Corporate EAP at (508) 493-6391 (DTN 223-6391).

"Handling a Catastrophic Loss"

This document identifies procedures for reporting significant property and product losses, as well as steps to follow to limit further losses, analyze physical damage or business interruption potential, and prepare for insurance recovery processes.

Source:	Corporate Risk Management
Procurement:	Request document by name and part number (RM0788-LMO2.1) through the Corporate Loss Prevention Manager at (508) 493-7814 (DTN 223-7814).

5 EMERGENCY MEDICAL CARE

This category contains information on emergency medical programs for sites with and without Health Services facilities, protocols for emergency care, and documents relating to transportation of the sick and injured.

"Emergency Communication and Transportation"

This text is a list of guidelines for establishing effective and reliable communication and transportation procedures internal and external to Digital sites.

Source:	Corporate Health Services Policies and Procedures Manual, Section 7.03
Procurement:	Contact your local Health Services representative or Corporate Health Services at (508) 493-9631 (DTN 223-9631).

"Emergency Health Care for Facilities Without a Nurse"

This text describes basic Health Services components in the establishment of an emergency preparedness program in order to comply with Corporate, country, and state regulations (or equivalent guidelines for all Digital areas). Included are:

- First aid planning, implementation and documentation requirements
- "Protocols for Emergency Care"
- "Emergency Communication and Transportation"
- Reporting forms
- Suggested emergency notification placard

Source:	Corporate Health Services Policies and Procedures Manual, Sections 7.01 through 7.05
Procurement:	Contact your local Health Services representative or Corporate Health Services at (508) 493-9631 (DTN 223-9631).

"First Aid Program"

This text outlines first aid training requirements, equipment, supplies, and record-keeping requirements to satisfy Corporate and jurisdictional compliance.

Source:	Corporate Health Services Policies and Procedures Manual, Section 7.01
Procurement:	Contact your local Health Services representative or Corporate Health Services at (508) 493-9631 (DTN 223-9631).

"Medical Emergency Procedures"

This text defines procedures taken by Security personnel in supporting Health Services during normal working hours, and the primary emergency health care coordination responsibilities during nonregular operating hours or in sites without full-time Health Services staff.

Source:	Formerly U.S. Manufacturing Security Administrative Guidelines, Section 15.08
Procurement:	Request current information from Chuck Shippee. Use VTX ELF for location information.

"Protocols for Emergency Care"

This text defines procedures for first responders for major and minor injuries and conditions, many of which are preparatory in nature, for mandatory external treatment by health care professionals.

Source: Corporate Health Services Policies and Procedures Manual, Section 7.02

Procurement: Contact your local Health Services representative or Corporate Health Services at (508) 493-9631 (DTN 223-9631).

"Transportation of Sick or Injured Employees"

This text defines considerations and Corporate policy procedures for the transportation of sick and injured employees to either his or her home or to external medical treatment facilities.

Source: Corporate Personnel Policies and Procedures, Section 6.15

Procurement: Contact your local Human Resources representative, your manager, or use VTX ORANGEBOOK.

"Use of Security Vehicle"

This text identifies the procedures and qualifications applicable in the use of a Security vehicle for the transportation of the sick or injured.

Source: Formerly U.S. Manufacturing Security Administrative Guidelines, Section 02.12 (7.4)

Procurement: Request current information from Chuck Shippee. Use VTX ELF for location information.

6 EMERGENCY-RELATED PROCEDURES

This category contains a variety of emergency-related procedures, including employee travel accident insurance and claims, procedures relating to general liability and workers' compensation claims, alternative procedures for the reporting of fires at Digital facilities, emergency site closings, evacation procedures and responsibilities, procedures for handling disgruntled employees, guidelines for managing utility emergencies, and emergency preparedness and procedures for employees working within confined spaces.

"Business Travel Accident Claims"

This document is a guideline for filing Business Travel Accident insurance claims for employees who sustain accidental injuries or death while traveling on authorized company business.

Source: Corporate Risk Management

Procurement: Contact the Corporate Loss Manager at (508) 493-7803 (DTN 223-7803).

"Business Travel Accidents Insurance"

This text describes provisions of Digital's Business Travel Accident Insurance Policy in effect for its employees and employees of its majority-owned subsidiaries against defined risks incurred while traveling on bona fide company business.

Source: Corporate Personnel Policies and Procedures, Section 5.13

Procurement: Contact your local Human Resources representative, your manager, or use VTX ORANGEBOOK.

"Dealing with Disgruntled Individuals"

This text defines Security guidelines for dealing with disgruntled or upset individuals, coordinating with appropriate organizations management, as well as external authorities, and incident documentation.

Source: Corporate Security Policy and Standards Manual, Section 5.8

Procurement: Contact Corporate Security at (508) 493-4464 (DTN 223-4464) or use VTX SECURITY_POLICY.

"Emergency Closings"

This text outlines the protocol for Plant and Field decisions for the emergency closure of sites and operations, notification procedures, and pay policies under different closure situations. (This document is applicable as a model for all Digital areas.)

Source: Corporate Personnel Policies and Procedures, Section 6.13

Procurement: Contact your local Human Resources representative, your manager, or use VTX ORANGEBOOK.

"Evacuation Procedures"

This text defines procedural responsibilities of site security, site management, and municipal responders in the event or a site evacuation.

Source: Formerly U.S. Manufacturing Security Administrative Guidelines, Section 15.05

Procurement: Request current information from Chuck Shippee. Use VTX ELF for location information.

"Fire Investigation Report" — Electronic

This file displays the Corporate Fire Investigation Report form for electronic response and mailing. The information required addresses a cause and response description of the incident plus an analysis of the effects.

Source: Corporate Risk Management

Procurement: Address questions pertinent to this document, RM1288-LP13, Risk Management Standard, to the Corporate Loss Prevention Manager at (508) 493-7814 (DTN 223-7814).

"Fire Investigation Report" — Electronic (VTX Version)

This file displays the Corporate Fire Investigation Report form for printout and mailing. The information required addresses a cause and response description of the incident plus an analysis of the effects.

Source: Corporate Risk Management

Procurement: Address questions pertinent to this document, RM1288-LP13, Risk Management Standard, to the Corporate Loss Prevention Manager at (508) 493-7814 (DTN 223-7814).

"General Liability Insurance Claims"

This document is an overview of general liability coverage, response, and reporting procedures for incidents which might result in third-party liability claims against Digital.

Source: Corporate Risk Management

Procurement: Contact the Corporate Loss Manager at (508) 493-7803 (DTN 223-7803).

"Plant Emergency Organizations"

This text defines Security responsibilities in support of Plant Emergency Organizations and the basic objectives of physical response teams. Also included is a sample Plant Emergency Organization (PEO) charter.

Source: Formerly U.S. Manufacturing Security Administrative Guidelines, Section 15.01

Procurement: Request current information from Chuck Shippee. Use VTX ELF for location information.

"Utility Emergencies"

These guidelines identify responsibilities and procedures required of Security personnel in the event of a utility emergency within a site.

Source: Formerly U.S. Manufacturing Security Administrative Guidelines, Section 15.04

Procurement: Request current information from Chuck Shippee. Use VTX ELF for location information.

"Westminster Confined Space Entry Program"

This document defines rescue procedures and considerations specifically designed for confined spaces, classes A, B, and C. Contained within this larger document is information on the implementation of permit systems, qualifying physical examinations, required training for those working in or supporting confined spaces, environmental monitoring, safety equipment, work procedures, and documentation.

Source: Westminster Environmental Health, and Safety (EH&S)

Procurement: Request document from WMO EH&S at (508) 874-3356 (DTN 241-3356).

"Workers' Compensation Claims"

This document is an overview of the Workers' Compensation scope, employee/management responsibilities, and claim procedures.

Source: Corporate Risk Management

Procurement: Contact the Corporate Loss Manager at (508) 493-7803 (DTN 223-7803).

7 PRODUCT SAFETY

DEC STD 005-0 Operational Alert (OPAL) Procedures contains the worldwide standard to be used for internal notification procedures for serious product defects.

This standard describes how an Operational Alert (OPAL) message is authorized and issued to formally notify key company organizations of a defective product or serious functional defects.

Source: Corporate Product Safety and Regulations

Procurement: Request document from VTX SMC or JOKUR::SMC. Document part number: EL-00005-00, *DEC STD 005-0 Operational Alert (OPAL) Procedures*

8 PROPERTY DAMAGE

The Corporate Risk Management documents within this category address both general liability claim and response protocol and loss-limiting and loss-reporting procedures to be used in the event of a major or catastrophic loss.

"General Liability Insurance Claims"

This document is an overview of general liability coverage, response, and reporting procedures for incidents that might result in third-party liability claims against Digital.

Source: Corporate Risk Management

Procurement: Contact the Corporate Loss Manager at (508) 493-7803 (DTN 223-7803).

"Handling a Catastrophic Loss"

This document identifies procedures for reporting significant property and product losses, as well as steps to follow to limit further losses, analyze physical damage and business interruption potential, and prepare for insurance recovery processes.

Source: Corporate Risk Management

Procurement: Request document by name and part number (RM0788-LMO2.1) from the Corporate Loss Prevention Manager at (508) 493-7814 (DTN 223-7814).

9 RELEASES TO THE ENVIRONMENT

This category references standards and procedures that help ensure correct documentation, containment, and handling of hazardous materials and dangerous goods. This portion also defines responsibilities and responses to hazardous materials releases.

Accidental Releases

Any U.S. facility that identifies an unpermitted release or spill of a hazardous substance into the environment (for example, air, land, or water), should immediately notify U.S. Area EHS&T as well as the facility's EHS&T manager.

Source: U.S. Area EHS&T

Procedure: Contact Carmine Riccioli, U.S. Area EHS&T Manager at (508) 635-7661 or 635-7762 (DTN 229-7661 or 229-7762).

"Hazardous Materials/Dangerous Goods Policies and Procedures Manual"

This manual displays policies, procedures, and guidelines to ensure the safe and legal handling, containment, transportation, and documentation of hazardous materials and dangerous goods to and from Digital sites.

Source: Hazardous Materials Group

Procurement: Request document from VTX SMC or JOKUR::SMC. Document part number: EL-CP534-00, *Hazardous Materials/Dangerous Goods Policies and Procedures Manual*

"Recommended Practice for Leaking Containers"

This manual identifies Corporate policies and procedures addressing our responsibilities and preparedness to cope with uncontained hazardous materials within or received at Digital sites.

Source: Hazardous Materials Group

Procurement: Request document from VTX SMC or JOKUR::SMC. Document part number: EL-CP534-00, *Hazardous Materials/Dangerous Goods Policies and Procedures Manual*

APPENDIX A RESPONSIBLE ORGANIZATIONS

RESPONSIBILITIES OF CORPORATE EMERGENCY RESPONSE ORGANIZATIONS IN A CRISIS

Corporate Security manages procedures for reporting and controlling events that may jeopardize the Corporation's assets, focusing primarily on asset security, serious operational incident management, and crisis communications. Corporate Security is the organization responsible for facilitating the Corporate Crisis Management Program.

Corporate Environmental Health & Safety (EH&S) advises operations and business units, as well as informing senior management, on EH&S-related matters that may assist in a crisis situation.

Corporate/U.S. Health Services directs procedures for the assessment, treatment, referral, and follow-up of sick, injured, or impaired individuals, coordination of emergency medical communications and transportation, planning and development assistance for site-specific disaster plans, and management and training of internal medical emergency responders. The organization is responsible for functional management of local Health Services.

Corporate Employee Assistance Program (EAP) directs procedures for evaluating and responding to the psychological impact a critical incident has on employees, work groups, and first responders. The organization is responsible for functional management of a location's EAP and use of Trauma Intervention Consultants (under retainer to the Corporation).

Corporate Risk Management (CRM) facilitates both short- and long-term financial recovery following loss-related incidents through its insurance function. CRM provides advisories related to loss prevention, insurance claims processing, and physical and business recovery procedures.

Corporate Public Relations manages the release of information to the public in the event of major business disruptions or incidents that attract critical public attention. The Corporate Public Relations Public Information Group provides crisis media training and consultations.

APPENDIX B REFERENCES

The Corporate Personnel Policies and Procedures Manual is available on-line by typing VTX ORANGEBOOK.

Corporate Policies can be accessed on-line by typing VTX CORP_POL.

Corporate Security Policies and Standards can be accessed on-line by typing VTX SECURITY_POLICY.

All other documents cited in this standard are available through the sources listed.

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